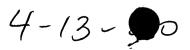


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PATENT APPLICATION

Case Docket No. 200-0053

Date: April 11, 2000

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

William Rowse

Washington, D. C. 2023l

Barry Inman

Debra Mayberry

David Park

Henry Ubik

Paul Mashni

Robert Jackson

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Enclosed are:

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- [x] 11 sheet(s) of drawings
- Assignment and Cover Sheet [x]
- Information Disclosure Statement, PTO Form 1449, and Copies of Citations
- A certified copy of

The filing fee has been calculated as shown below for OTHER THAN A SMALL ENTITY:

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	Multiple Dependent Claims(s)	0		260	\$ 0
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